

**In the Claims:**

Please amend the claims below to read as follows.

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1. (Amended) A system for providing technical support for remote automation or control devices, comprising:
- a) a device identifier (35), for determining components of pre-determined automation or control devices indicated in a device database (33) by periodically querying the devices to have each device indicate its component hardware, software, and firmware, the device identifier (35) for providing the device database (33) with component identifications for the predetermined devices; and
- a) b) a device configuration manager (36), responsive to the component identifications in the device database (33), and further responsive to available device components in a database (34) of available device components, for comparing the installed device components with the available device components and for providing an offer to upgrade installed device components.
2. (Amended) The system of claim 1, further comprising:
- c) a system diagnostics manager (32), responsive to the component identifications in the device database (33), and further responsive to diagnostics information in a database (31) of end user system diagnostics, for providing device status queries, and for updating the database (31) of end user system diagnostics based on responses to the device status queries.
5. (Amended) A system as in claim 1, further comprising a general technical information database (18), for providing general technical information about products organized by topic, and further wherein the general technical information database (18) maintains a record of requests for information made about a topic, thereby providing feedback on the useability of products.

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7. (Amended) A system as in claim 1, wherein the device identifier (35) queries the devices via the Internet.